APPENDIX O: TIS SUPPORTED PRINTERS FOR ENTERPRISE USERS

The printer drivers for the TIS supported printers are installed on the CITRIX Application Server within the TIS Enterprise. Synchronization of printer drivers between the Enterprise (CITRIX) users local PC and the TIS Enterprise are required in order to prevent printing errors for printing reports with multiple pages, since the print file is actually prepared on the CITRIX Application Server.

The printer installed on local PC for use by Enterprise users must be included on the list of printers supported by the TIS Enterprise.

TIS Enterprise Supported Printers List
The printers listed below are supported by the TIS Central Computer Facility and their associated printer drivers are installed on the CITRIX Application Server.

AGFA-AccuSet v52.3
Epson FX-100
Epson FX-100+
Epson LQ-1050
Epson LQ-2550
Epson LQ-670 ESC/P2
Epson Stylus COLOR 600 ESC/P2
Epson Stylus COLOR ESC/P2
Fujitsu DL 1200
HP C LaserJet 4500-PS
HP Color LaserJet 4500 (MetaFrame)
HP Color LaserJet 4500 PCL 5c
HP Color LaserJet 4500 PCL 6
Hp Color LaserJet 8500 PS
Hp Color LaserJet PS (MetaFrame X)
HP DeskJet 970Cse
HP DeskJet 970Cxi
HP LaserJet 1100(MS)
HP LaserJet 2100
HP LaserJet 2100 Series PCL Se
HP LaserJet 2100 Series PCL 6
HP LaserJet 2100 Series PS
HP LaserJet 2200 Series PCL 6
HP LaserJet 3300 Series PCL 6
HP LaserJet 4
HP LaserJet 4000 Series PCL
HP LaserJet 4000 Series PCL 6
HP LaserJet 4000 Series PS
HP LaserJet 4050 Series PCL 5e
HP LaserJet 4050 Series PCL 6
HP LaserJet 4050 Series PS

HP LaserJet 4100 PCL 6
HP LaserJet 4100 PS
HP LaserJet 4200L PCL 5e
HP LaserJet 4200L PCL 6
HP LaserJet 4200 PCL 6
HP LaserJet 4 Plus
HP LaserJet 4Si
HP LaserJet 5
HP LaserJet 5/SM-Standard
HP LaserJet 5000 Series PCL
HP LaserJet 5000 Series PCL 6
HP LaserJet 5000 Series PS
HP LaserJet 5M
HP LaserJet 5Si
HP LaserJet 5Si Mopier
HP LaserJet 6L
HP LaserJet 8100 Series PCL
HP LaserJet 8100 Series PS
HP LaserJet 8150 PCL 6
HP LaserJet IIISi
HP LaserJet Series II (MetaFrame X…
HP OfficeJet
HP OfficeJet
HP OfficeJet Pro 1170C
HP OfficeJet R60
Lexmark Optra Color 1200 (MS)
MS Publisher Imagesetter
Okidata OL-830
Panasonic KX-P3124
Xerox DocuPrint N17

Procedure for Registering a Local Printer
If the Enterprise user's local printer is not on the list of TIS supported printers, the following procedure enables the user to register their local printer and obtain TIS support for their local printer.

1. Call the TIS Help Desk and open a Trouble Ticket for printer registration. Give the Help Desk the printer make, model, and windows printer driver version.

2. The Help Desk will submit a Change Request to install the printer driver on the TIS Enterprise CITRIX application server.

3. Following approval, the Information Technology group obtains the printer driver for the Enterprise (CITRIX) user's local printer and installs the printer driver on the CITRIX Application Server.

4. The Information Technology group notifies the Help Desk that the printer has been registered and is now supported by the TIS Central Computer Facility.
5. The Help Desk notifies the Enterprise (CITRIX) user that the local printer they submitted for registration is now supported by TIS.
6. The Help Desk closes the Trouble Ticket.